

#### Charlotte Area Transit System / General Services

# **Transit Survey Research and Performance Management**

Transit Survey Research and Performance Management Understanding how well The Charlotte Area Transit System (CATS) is performing on the key elements of service delivery is essential. There are two scopes to the solicitation (Scope A & B). Transit Survey Research Objectives and Performance Management Services (A) 1. Customer Satisfaction Surveys 2. Focus Group Research 3. Community Research 4. Mystery Shopper Program 5. Employee Engagement Research 6. Data Analyses and Reporting 7. Additional Survey/Research as needed or recommended B) 1. Data Analyses 2. Organize and Facilitate Goal Setting 3. Performance Reporting PSR # 1513

## Details

Posting Number Anticipated Posting Date Commodity Code(s): 2023-Q3(Jul-Sep)-CATS-11410 2023-08-15 91866, 91885

## Requirements

Last Updated: 10/17/23

#### **Insurance Requirements**

The City requires the awarded vendor(s) to obtain and maintain the following insurance coverage types:

Automobile-For automobile operations liability



General Liability-For bodily injury or property damage, arising from products, premises,

completed work, personal & advertising injury

Workers Compensation-For lost wages and medical expenses of injured workers

## **Estimated Total Value**

The total project value is anticipated to be:



\$250,000 - 499,999

## **Contract Term**

The term of the project is anticipated to be:

Not to Exceed

# For Questions, Contact:

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